

**DEPARTMENT OF THE TREASURY
FEDERAL LAW ENFORCEMENT TRAINING CENTER
GLYNCO, GEORGIA 31524**

FLETC DIRECTIVE (FD)

NUMBER: 67-01

Subject:

DATE: 12/08/97

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WORKPLACE VIOLENCE POLICY

1. PURPOSE. This directive establishes the Federal Law Enforcement Training Center's (FLETC) "zero tolerance" policy concerning acts or threats of violence.

2. SCOPE. This directive applies to all individuals (employees, members of their families, customers, suppliers, contractor personnel, students, and visitors to the FLETC).

3. AUTHORITY. Treasury Order 140-01, Federal Law Enforcement Training Center, dated September 20, 1994.

4. REFERENCES.

a. 5 Code of Federal Regulations (CFR), Part 735 - Employee Responsibilities and Conduct.

b. 31 CFR, Part 700 - Regulations Governing Conduct in or on the Federal Law Enforcement Training Center Buildings and Grounds.

c. Treasury Order 114-01, Office of Inspector General, dated May 16, 1989.

5. DEFINITIONS. For the purposes of this directive:

a. Acts of Violence are

(1) any intentional infliction of physical harm or attempt to inflict physical harm against another or another's possessions or property, including government property; and

(2) any verbal, written, or other behavior which a reasonable person would interpret as a threat to inflict physical harm against another or another's possessions or property, including government property.

b. Workplace Violence is

(1) any act or threat of violence committed by an employee or other person against an employee, an employee's family member, a visitor to the Center, or anyone with business or official ties to the FLETC when it occurs at the work site or when it occurs elsewhere if a reasonable person would conclude that the motivation of the perpetrator or the precipitant of the violent act was clearly work-related.

(2) does NOT generally include other aggressive behavior which staff might engage in off duty such as domestic or other types of assault. Nor does it include harassment of others which is not intended to threaten physical harm but is otherwise intimidating or creates an unsafe, disruptive, or hostile work environment. However, such behavior is unacceptable and will result in appropriate corrective action being taken.

c. Employee includes FLETC staff members, students, participating agency and contractor personnel.

d. FLETC Incident Control Team (FICT) is a specialized management team constituted to deal with serious incidents/cases of workplace violence. The safety of employees is the FICT's primary concern. The FICT membership includes the following Center personnel:

- " Deputy Director (Chairperson)
- " Employee's Office Director
- " Legal Counsel
- " Personnel Officer or Chief, Labor and Employee Relations Branch
- " Employee's Immediate Supervisor
- " FLETC Medical Officer
- " Workplace Violence Prevention Advisor

6. POLICY. The FLETC will not tolerate any act of workplace violence. Incidents of threatening or violent behavior will not be ignored or tolerated, regardless of their severity, and FLETC management will respond decisively to each incident with appropriate corrective action. Employees are responsible for reporting such incidents to FLETC management.

7. RESPONSIBILITIES.

a. Employees.

(1) Employees are expected to interact with each other in ways which promote cooperation and mutual respect, and shall comply with the provisions of this directive.

(2) Any employee who is the victim of violence in the FLETC workplace shall take only that action necessary to prevent injury or reduce the risk of further injury.

(3) Employees will immediately notify the nearest supervisor and FLETC Security staff when they become aware of or are the victim of any threat or act of violence made in the FLETC workplace against them personally, their family, or against another individual. The employee will provide the name, if known, and present location of the person making the threat, the specific nature of the threat, and the employee's assessment of the subject's present ability to carry out the threat (e.g., is there evidence that a person who has threatened to shoot someone is actually carrying a gun?).

b. FLETC Security Police and Supervisors are required to respond quickly to both acts of violence or reports of threats of violence in the workplace.

(1) Acts of Violence - When an act of violence occurs FLETC Security Police shall be contacted immediately. They will in turn immediately notify, as appropriate, the Chief, Security and Safety Division (SEC), at Glynco, Georgia; or the Director, Office of Artesia Operations (OAO), Artesia, New Mexico. The caller will stress the emergency nature of the situation and advise security whether medical attention is required. Security should also be given the name, if known, and location of the perpetrator. The caller and/or supervisor should meet security officials and direct them to the location of and assist in identifying the perpetrator. Upon arrival, security officials will assume command and control of the situation until arrival of the appropriate FLETC management official--the Chief, SEC, or the Director, OAO. The Chief, SEC, or Director, OAO, are responsible for notifying other FLETC officials and/or requesting other assistance as appropriate.

All personnel, including visitors or by-standers, should be directed away from the perpetrator until the security officials arrive.

(2) Reports of Threats of Violence - When a threat of violence is reported to a supervisor, the supervisor shall determine the appropriate response based on an assessment of the situation.

(a) In making such an assessment, the supervisor shall consider the following factors:

1 the reaction of the threatened employee--is the threat taken seriously?

2 the threatened employee's apprehension of harm--does the employee believe the threat may actually be carried out?

3 any conditional nature of the threatening statements--did the perpetrator set conditions? (e.g., "If you do/don't do (something), I will (threat).")

4 the attendant circumstances in which the threat was made (e.g., the time, location, presence of other people, the history (if any) of the perpetrator, the perpetrator's ability to carry out the threat, the particular situation to which the perpetrator is responding, was there provocation, etc.).

(b) Supervisors are encouraged to request assistance as needed to determine the legitimacy of threatening behavior. Available resources include: (1) the Legal Counsel, (2) the Medical Officer, (3) the Personnel Officer, (4) the Union President, (5) other supervisory personnel or, (6) the FLETC Incident Control Team.

(3) If in the judgment of the supervisor a threat of violence has been made and the potential for violence is real, the supervisor shall:

(a) notify FLETC Security and request assistance.
FLETC Security will in turn notify, as appropriate, the Chief, SEC, or the Director, OAO;

(b) direct the individual threatened to a safe area away from the alleged perpetrator. If the threat is immediate and there is reason to believe the perpetrator has the present ability to carry out the threat, the supervisor shall attempt to isolate the perpetrator by directing other employees, customers, visitors, etc. away from the site;

(c) orally report the incident through the management chain as soon as possible;

(d) meet FLETC Security officials and assist them by directing them to the location of and assist in identifying the perpetrator. Once on-site, security officials will assume command and control of the situation until arrival of the appropriate FLETC management official--Chief, SEC, or the Director, OAO. The Chief, SEC, or Director, OAO, are responsible for notifying other FLETC officials and/or requesting other assistance as appropriate; and

(e) Security will obtain a written statement from the victim and prepare a report on the incident which will be submitted to the Director's Office as quickly as possible after the incident.

(4) If, in the supervisor's judgment, there is little likelihood that the perpetrator will act on a threat to do harm, a written statement will be obtained from the threatened employee detailing the nature of the threat, the name of the perpetrator, and attendant circumstances. The statement will be forwarded to the Director's Office as soon as possible after the incident. However, an oral report of the incident should be made to the Director's Office through the management chain as soon as the supervisor is made aware of the threat.

c. Managers.

(1) During a threatening situation, the most important role of management above the immediate supervisor is to provide support to the supervisor dealing directly with the threatening employee. Support may include: meeting with the immediate supervisor while he/she obtains statements from witnesses and the threatening employee; arranging for or participating in counseling sessions for employees; considering temporary relief for the supervisor from regular duties while dealing with the threatening situation, etc.

(2) At all times, managers are responsible for identifying and addressing underlying workplace situations which may give rise to stress and/or violence.

d. The Personnel Officer advises management throughout the process by assessing and analyzing evidence, advising management on appropriate action, preparing action letters, ensuring that the facts support any recommended action and informing relevant personnel of pending actions.

e. The Legal Counsel will be consulted on any proposed personnel action to be taken against an employee and advise management on the legal sufficiency and defensibility of the planned action.

f. The Security Officer will ensure that all appropriate management officials, law enforcement, security, and other related personnel are alerted and that proper response is provided for the situation.

g. As necessary, the Director, or, in his absence, the Deputy Director, shall provide notification of actual incidents of violence to appropriate officials.

h. The FLETC Incident Control Team (FICT) is a valuable resource to supervisors and is responsible for developing a plan of action to address an employee's behavioral problems when counseling and disciplinary action to correct an employee's behavior has proven ineffective or when, in the opinion of the supervisor, the employee poses an immediate and serious threat to himself/herself or other employees. The Director, Deputy Director, office directors, and supervisors may request that the FICT meet at any time they feel the situation warrants such action. Supervisors requesting an FICT should make their request through their Office Director to the Deputy Director.

8. AFTER ACTION. Threats or assaults on the personal safety of employees in the workplace usually have lingering after-effects that must be dealt with in order to restore employees' mental and emotional well-being and enable them to resume full productivity. The victim is not the only person affected; when the safety of one employee is put in jeopardy, all employees experience a reaction which may range from anxiety to fear, depression, insomnia, etc. Professional assistance may be required to relieve these reactions. If it is, employees may be referred to the Employee Counseling Service Program (ECSP) provider for assistance. The ECSP provider is available to counsel the threatening employee and make appropriate referrals when necessary, provide support and consultation to victims and supervisors, and participate in debriefing sessions regarding the incident.

9. REPORTING REQUIREMENTS. The Personnel Division will track all reported incidents of workplace violence as defined in this directive. This centralized tracking system will enable the Personnel Division to generate more accurate statistics on the incidences of workplace violence at the FLETC. Other offices will maintain files only as appropriate.

10. OFFICE OF PRIMARY INTEREST. Personnel Division, Office of Administration.

Charles F. Rinkevich
Director